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Group 2700

IN THE UNITED STATES PATENT AND
TRADEMARK OFFICE

Art Unit: 2742
Examiner: A. Hoosain

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In Re: Igor Neyman et al.
Case: P3251
Serial No.: 08/928,861
Filed: 09/12/97
Subject: Improved Call Center Apparatus and Functionality
in Telephony

To the Commissioner of Patent and Trademarks
Washington, D.C. 20231

Dear Sir:

Amendment B

In the claims:

All of the claims presented by the Applicant are reproduced below. Those claims being herein amended are marked (Amended). Those claims which are unchanged are marked (Unchanged).

2. (Amended) A method for routing Internet Protocol Network Telephony (IPNT) calls at customer premises having a managing processor and computer workstations including video display units (VDUs) connected on a local area network (LAN) also coupled to the managing processor, the method comprising steps of:

B1 Pub
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